

Amendments In the Specification

Please amend the paragraphs beginning on line 6 of page 1 and ending on line 4 of page 2 as follows:

CROSS-REFERENCE TO RELATED APPLICATIONS

This application relates to application serial no. _____ (~~attorney docket M-11404 US~~) 09/823,590, filed on same day herewith, entitled “System and Method for Multi-Channel Communication[[s]] Queuing” and naming Anil K. Annadata, Wai H. Pak, and Rohit Bedi as inventors, the application being incorporated herein by reference in its entirety.

This application relates to application serial no. _____ (~~attorney docket M-11405 US~~) 09/823,770, filed on same day herewith, entitled “System and Method for Maintaining Real-Time Agent Information for Multi-Channel Communication Queuing” and naming Anil K. Annadata, Wai H. Pak, and ~~Mingtse~~ Mingte Chen, and Henry D. Jay as inventors, the application being incorporated herein by reference in its entirety.

This application relates to application serial no. _____ (~~attorney docket M-11530 US~~) 09/823,828, filed on same day herewith, entitled “Adaptive Communication Application Programming Interface” and naming ~~Mingtse~~ Mingte Chen, Anil K. Annadata, and Leon Chan as inventors, the application being incorporated herein by reference in its entirety.

This application relates to application serial no. _____ (~~attorney docket M-11529 US~~) 09/823,835, filed on same day herewith, entitled “~~Multi-Channel Media~~ Media-Independent Communication Server” and naming ~~Mingtse~~ Mingte Chen, Anil K. Annadata, and Leon Chan as inventors, the application being incorporated herein by reference in its entirety.

This application relates to application serial no. _____ (~~attorney docket M-11527 US~~) 09/823,769, filed on same day herewith, entitled “Configurable Media-Independent Server” and naming Anil K. Annadata and ~~Mingtse~~ Mingte Chen as inventors, the application being incorporated herein by reference in its entirety.

This application relates to application serial no. _____ (~~attorney docket M-11538 US~~) 09/823,678, filed on same day herewith, entitled "An Extensible Interface for Inter-Module Communication" and naming Wai H. Pak as inventor, the application being incorporated herein by reference in its entirety.